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AGENCY CONTACT MEMORANDUM #2011-1201

To: Agency CIOs, Technical Contacts
From: Steve Rucker, Commissioner
Commonwealth Office of Technology
Date: Dec. 22, 2011
Subject: Phone dialing changes for Frankfort-based employees

To effectively manage voice communications and allow for future enhancements on the Commonwealth's enterprise phone system, a change in phone dialing procedures for some Frankfort-based state employees/agencies will be necessary in coming months.

State employees based in Frankfort who dial phone numbers using 564, 573 and 782 prefixes, using only five digits, may be required to dial 9+ all seven digits of the phone number to place a successful call.

The use of 5-digit dialing is being replaced by traditional 8-digit dialing for local numbers and 11-digit dialing for long distance numbers as new technology associated with the phone system is deployed.

Several agencies in Frankfort already require the use of 8-digit dialing, including the Division of Fleet Management, the Kentucky Economic Development Cabinet and the Kentucky Education Professional Standards Board. The Commonwealth Service Desk will be among those agencies requiring 8-digits in coming months.

If you discover that employees within your Frankfort-based cabinet or agency are experiencing difficulty calling other state government agencies, please ask them to dial 9+ the full 7-digit phone number before reporting problems. Agencies already on the Commonwealth Enterprise VoIP phone system will not be affected.

If you have any questions regarding this change, please contact the Commonwealth Service Desk at (502) 564-7576 or by e-mail at CommonwealthServiceDesk@ky.gov.